

# BILL BRYSON

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## SOFTWARE DEVELOPMENT MANAGER

### Engineering Leader who Advances Business Missions through High-Performing Teams

Engineering leader who builds high-performing teams and delivers software that drives real business impact. Known for hands-on leadership, strong mentorship, and creating accountable cultures where engineers grow and stay. Experienced in guiding organizations through product delivery, platform modernization, and operational scale while partnering closely with product and business leaders to turn strategy into execution.

**Team Building & Retention | Distributed Leadership | SaaS Product Development | Platform Modernization | Microservices Architecture | Cloud-First Engineering | Platform & Systems Integration | Reliability Engineering**

## PROFESSIONAL EXPERIENCE

### Software Development Manager

2024 – 2025

**ELECTRIFY AMERICA**, Reston, VA

*North American Electric Vehicle DC fast-charging network. (Volkswagen Group of America).*

Hands-on engineering leader responsible for backend services supporting account management, charger locations, payments, transactions, and session processing, powering consumer and partner mobile applications.

#### Leadership & Delivery

- Managed team of 6 engineers delivering 9 Java/Spring Boot microservices.
- Guided sprint execution, roadmap planning, and cross-team delivery alignment.
- Improved sprint velocity from **40% to 85%** through process optimization and coaching.
- Directed resource allocation across multiple concurrent initiatives
- Fostered a high-accountability growth-focused culture through coaching and goal setting.
- Led conflict resolution efforts by creating open, trust-based spaces for dialogue and mutual understanding.
- Partnered with Product to refine requirements and balance feature delivery, technical debt, and re-architecture.

#### Production Operations and Reliability

- Maintained 24/7 production systems supporting a network growing **50% year over year**.
- Led incident response and outage mitigation, protecting **\$1M+ daily revenue exposure**.
- Increased system uptime from **days to months**.
- Steered triage, root cause analysis, and post-incident improvement processes.
- Improved system reliability and performance, reducing customer call center volume **20%**.
- Implemented monitoring and alerting via Datadog and AWS CloudWatch.

#### Engineering Excellence

- Elevated code quality through code review practices, reinforcing standards, scalability patterns, and maintainability.
- Drove a continuous improvement culture emphasizing technical quality, operational readiness, and delivery predictability.
- Improved delivery transparency and execution forecasting through redesigned Jira workflows.
- Utilized Redis and Hazelcast for distributed caching and performance optimization.

**Senior Engineering Manager**

2020 – 2024

**RIDGELINE**, Reno, NV (Remote)*Cloud-native SaaS platform for asset management firms.***Leadership and Organizational Scale**

- Managed up to 3 full-stack teams with 22 direct reports including managers and ICs.
- Scaled organizational structure from 2 teams to 3, realigning resources to support platform growth.
- Led hiring, performance management, and career development across teams.
- Directed organizational planning, staffing strategy, and team scaling initiatives.
- Conducted performance evaluations and compensation planning.
- Addressed performance challenges through targeted coaching and structured development plans, aligning individuals to team goals and making personnel decisions when necessary.

**Platform Ownership and Delivery**

- Service owner accountable for the delivery and operational health of 12 production microservices.
- Led cross-team release coordination and production deployment readiness.
- Reviewed code, CI/CD pipelines, and service performance metrics, including P99 latency.
- Ensured service interoperability and production reliability.

**Production Operations and On-call Leadership**

- Managed 24/7 on-call rotations supporting production SaaS platform.
- Developed on-call standard operating procedures, improving incident response consistency.
- Established post-incident review and postmortem processes, driving continuous reliability improvements.
- Led production triage and escalation management across engineering teams.

**Architecture and Technical Strategy**

- Evaluated and selected technology stacks balancing performance, scalability, and maintainability.
- Led backend service modernization initiatives, including Python to Kotlin migrations.
- Conducted due diligence when selecting low-code third-party integrations.
- Integrated 5 external data providers to receive real-time and daily reference data updates.

**Head of Engineering**

2006 – 2019

**TICK DATA**, Great Falls, VA*Tick Data is the world's most trusted provider of historical intraday market data used by financial institutions and traders.*

- Promoted to Head of Engineering within 6 months in recognition of leadership impact and strategic vision.
- Led full cloud transformation, migrating all on-premises data platforms and services to AWS.
- Scaled customer base over **10% YoY** while increasing subscription renewals to over **95%**.
- Reduced order fulfillment timelines from **weeks to minutes** through platform and data architecture redesign.
- Architected customer, order, and reference data models still in production today.
- Built and led a globally distributed team of engineers, QA, and business analysts.
- Developed reusable product offerings leveraging shared backend services via RPC-over-HTTP architecture.
- Managed ingestion and processing of **terabyte-scale** historical market datasets leveraging distributed computing while ensuring high availability for institutional trading system integrations.
- Evaluated and selected enterprise technology stack, including Java, Spring, Hibernate, H2, and MongoDB.
- Introduced Agile delivery model and Jira tooling across the engineering organization.

## OTHER RELEVANT EXPERIENCE

**VASTERA / JPMC**, Dulles, VA, **Principal Engineer / Engineering Manager, Trade Compliance Systems**

**UNISYS**, Reston, VA, **Technical Lead for Large-Scale State Government Criminal History Systems**

**COMPUTER SCIENCES CORPORATION**, Rockville, MD, **Developer for FAA Advanced Automation System**

**ANDRULIS**, Bethesda, MD, **Programmer Analyst, Worldwide Military Command and Control System**

## EDUCATION AND CERTIFICATIONS

**Bachelor of Science (BS)**, Psychology and **Minor** in Computer Sciences,  
Virginia Polytechnic Institute and State University, Blacksburg, VA

AWS Certified Cloud Practitioner

Certified Scrum Master

## SKILLS

<b>Project &amp; Engineering Leadership</b>	Jira, Confluence, Productboard, Figma, Jellyfish, Microsoft Project, PagerDuty, Slack, Zoom, Microsoft Teams, Lattice, SuccessFactors, Greenhouse
<b>Cloud &amp; Infrastructure</b>	AWS (EC2, IAM, API Gateway, Lambda, S3, EFS, EBS, SQS, SNS, ECR, Route 53, Aurora, DocumentDB, Secrets Manager, Parameter Store, VPC, CodeDeploy, CodeCommit), Docker, Auth0, Tomcat
<b>Programming &amp; Scripting</b>	Java, Python, Shell, PL/SQL, JavaScript, Node.js, HTML/DHTML, XML, JSON
<b>Frameworks &amp; Libraries</b>	Spring, Hibernate, JUnit
<b>Databases &amp; Caching</b>	Oracle, PostgreSQL, MySQL, MongoDB, DynamoDB, MS SQL Server, H2, Hazelcast, Redis
<b>DevOps &amp; CI/CD</b>	Git (GitHub, GitLab, Bitbucket), GitHub Actions, Jenkins, Terraform, SonarCloud
<b>APIs &amp; Integration</b>	REST, Postman, Workato
<b>Monitoring &amp; Analytics</b>	CloudWatch, Datadog